

Technical Support Plan

Support name: BCM 2.5

Technical support plan

Technical support

Each authorized Distributor needs a PIN code for this service, which can be obtained from the contacts below. ITAS/CTAS opens a “Heat Ticket” or “CSR (Customer Service Request)” and works a solution for the distributor.

If a problem is identified with the product, an SR(Service Request) is opened with the Technology Group for resolution.

Emergency support service is available after business hours (24x7)

The same contact numbers are utilized to access a messaging service that in turn pages an ITAS Engineer.

Contact information

ITAS Canada 1-800-661-4827

ITAS USA 1-800-321-2649

naitas@nortelnetworks.com

<http://www.nortelnetworks.com/itas/>

Presales Support 1-800-4NORTEL (1-800-466-7835)

Option 3 is Sales or Pre-Sales support

Access to the ITAS website can be obtained by sending an email to the general mailbox at naitas@nortelnetworks.com.

After logging on to the ITAS website, you can:

- Review product documentation
- Obtain certification information
- View technical tips
- Download service packs, feature packs, or patches
- Request technical support

Technical Support EMEA

CTAS EMEA +44 (0) 1628 432400

Tel: 33 4 9296 1341

Fax: 33 49296 1598

emeahelp@nortelnetworks.com

CTAS CALA 1-954-858-7777

csrmgmt@nortelnetworks.com

CTAS APAC Tel +61 388664627

Fax +61 388664644

asia_support@nortelnetworks.com

BCM 2.5 Technical Support Access Requirements

General

All callers are required to have a Personal Identification Number to access BCM Technical Service Center (TSC)

Training

New Partners (w/o BCM or Norstar experience)-Callers must demonstrate technical competence by successfully completing complete BCM 2.5 curriculum

Existing Partners (w/Norstar experience)-Callers must demonstrate technical competence by successfully completing modified BCM 2.5 training curriculum

Existing Partners (w/ BCM experience)-Callers must demonstrate technical competence by successfully completing BCM 2.0 certification exam and BCM 2.5 Centra (delta) courses

[Successful Completion=Passage of the assessment test](#)

Additional Conditions

Existing Partners are entitled to a 90-day grace period from date of notification to achieve new product authorization requirements

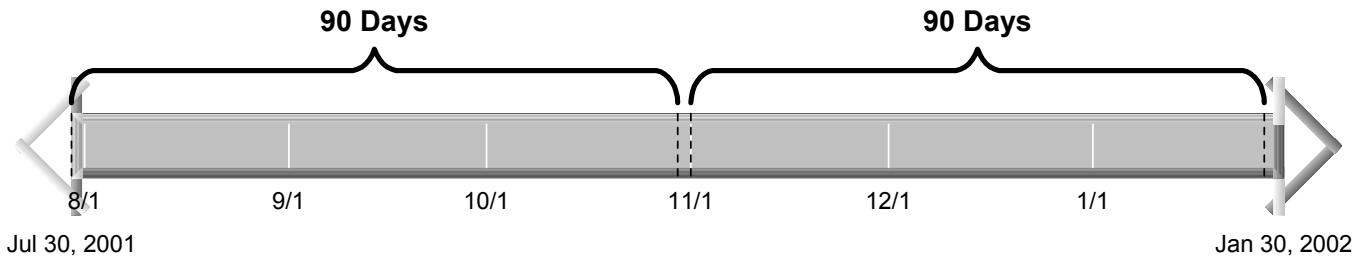
New Partners callers must complete authorization requirements prior to registering for TSC access

Existing Non-Authorized callers billed at currently published per-incident rates after grace period

Calls regarding product defects or issues are non-billable

BCM 2.5 Access o Technical Support Requirements

TimeLine



Access to ITAS during this 90 day period will require the following criteria:

- A.) BCM 2.0 Certified OR
- B.) Complete BCM 2.5 track and assesment exams OR
- C.) Must be registerd to complete the BCM 2.5 track and assesment exams.

Access to ITAS during this 90 day period will require the following criteria:

- A.) BCM 2.5 Certified OR
- B.) Complete BCM 2.5 track and assesment exams and scheduled to take the certification exam OR
- C.) Completing the BCM 2.5 track and assesment exams

After January 30, 2001 all callers to ITAS MUST BE BCM 2.5 CERTIFIED.

Required BCM 2.5 Programming and Troubleshooting Tools

Tools

To service the BCM the on-site technician should have the following tools available:

- Analog Terminal Adapter (ATA)
- Lineman's test set
- Protocol Analyzer (in addition to a traditional Lineman's test set)
- T1, BRI and PRI testers
- LAN / WAN Sniffer Software package
- RS-232 Null Modem Cable
- CAT5 Cross-Over Cable
- CAT5 Patch Cable (568A or 568B)
- A laptop meeting the following requirements to configure the BCM through the Unified Manager interface:
 - PC/OS requirements:
 - WinNT Workstation, Win 98SE, Win 95B, Windows 2000
 - Pentium Class (or compatible) processor P133 or higher
 - 64 MB RAM
 - 10 MB of available hard drive space
 - 8x CD-ROM drive or faster
 - Minimum screen resolution of 1024 x 768
 - NIC Card (Network Interface Card) configured for TCP/IP protocol
 - Web Browser requirements:
 - Java Virtual Machine (JVM) 5.0 (build 5.0.0.3188 or greater)
 - To use BCM Unified Manager you must have one of the following web browsers:
 - Netscape Communicator 4.5 or greater
 - Enable Java: On
 - Cached document comparison: Every time
 - Microsoft Internet Explorer 4.0 or greater
 - Check for Newer Versions: Every time
 - Java JIT compiler enabled: On

For more information about setting these parameters, refer to the user documentation that came with your web browser.